



Cancellation & No Show Policy for Dr. Jeannine M. Stein

1. Cancellation/No Show for Non-Surgical Appointments

We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. However, when you do not call to cancel an appointment, you may be preventing another patient from getting much needed treatment. Conversely, the situation may arise where another patient fails to cancel and we are unable to schedule you for a visit due to a seemingly “full” appointment schedule.

If a non-surgical appointment is not cancelled at least 24 business hours in advance you will be charged a \$50 fee; this is not covered by your insurance company.

2. Cancellation/No Show for Surgical Appointments

When your appointment is scheduled, our office spends a significant amount of resources preparing for it. Insurance authorization is obtained, records are reviewed, slides prepared, instruments and supplies are readied. Due to the large block of time needed for preparation and surgery, last minute cancellations prevent you and other patients from receiving timely care and are taxing to our office.

If a surgical appointment is not cancelled at least 24 business hours in advance you will be charged a \$100 fee; this is not covered by your insurance company.